

Dove Tales

**WINTER 2022** 

RESIDENTIAL AGED CARE BALLOON RIDE LIFTS SPIRITS

HOME CARE SMART TECH STARS **RETIREMENT LIVING** GROWING TOGETHER



Dove Tales Winter 2022

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### At a glance





#### About us

Catholic Healthcare is a trusted, leading not-for-profit provider of residential aged care, home care, retirement living and healthcare across New South Wales and South East Queensland. We have a strong and proud history of providing care and support to people of all faiths, backgrounds and ethnicities, for more than 27 years. We are passionate about enriching our client's lives and offer services to nurture the body, mind and spirit. Our person-centred, holistic approach focuses on client wellbeing with a continuum of care that is tailored, flexible and covers every stage of life's journey. Catholic Healthcare operates 42 Residential Aged Care homes serving more than 2,600 residents, 12 Retirement Living communities that are home to more than 550 independent seniors and two healthcare services, as well as providing Home and Community Services to more than 5,500 clients.

## Welcome to the Winter issue of Dove Tales

CEO Karen Borg and Board Chair, Stephen Teulan reflect on the Federal election and the way forward for the aged care sector.

Whatever your take on the outcome of the recent Federal election, it was encouraging to see the Aged Care Sector in the spotlight as a key campaign issue on both sides, and one important to the Australian public. With the Prime Minister Anthony Albanese and his ministry now in place, we look forward to the new Government pushing ahead with some of the key recommendations of the Royal Commission into Aged Care Quality and Safety, as well as Labor's own promises around improved nursing care for residents, and better conditions for our essential workforce.

Ahead of the election, we hosted several candidates and MPs at our residential care homes in Sydney and Ipswich. They spoke with our team and residents to understand some of the challenges we've faced over the past few years, as well as hearing some of the remarkable stories of care and compassion that we know happen at Catholic Healthcare every day.

You'll find many such moments in this issue of *Dove Tales*, including the uplifting story of some residents at our Jemalong home in Forbes NSW who took to the skies in a hot air balloon for the first time as part of our MyWish program (page 4).

Just as important for wellbeing is our commitment to keeping residents and loved ones connected. New COVID-19 training that will ensure essential visits can continue even in times of outbreak and end the lengthy lockdowns that were so difficult over the past two years (page 8).

For clients living independently, there's plenty on offer to support wellbeing and connection at our mind + move Leisure & Wellness Club – including a Smart Technology program that saw the first face to face group graduate this month (page 7). Echoing Karen's sentiments, the recent Federal election campaign highlighted the importance our community now places on the issue of aged care. As a sector and an organisation, we look forward to working with the new government to make real, positive changes towards better care for older Australians, a sustainable future for providers and improved wages and training for our undervalued workforce. I acknowledge the challenges that COVID-19 continues to bring to our team members, as well as to our clients and families, and thank you for your continued understanding and support.

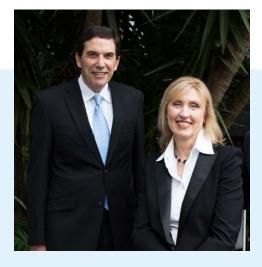
Also in the news is Voluntary Assisted Dying (VAD), another difficult issue that will have an impact on the aged care sector. Recently, NSW joined Queensland as the final two states to pass VAD legislation, which will come into effect in 2024 and 2023 respectively. As a Catholic organisation, we are committed to providing compassionate, quality care for all the people we serve. When the legislation comes into effect, we will continue to provide that care and meet the legal obligations required of aged care providers. However, we will also ensure that our teams won't be directly involved in assisting with Voluntary Assisted Dying.

Catholic Healthcare is respectful of the human person and remains committed to ensuring our residents, patients and clients receive quality end-of life-care and, where required, palliative care in order to die with comfort and dignity. While this is a difficult subject to address, I encourage you to read more about what good, compassionate end-of-life care can look like in the article on page 9, featuring insights from Board Director Dr Margaret O'Connor AM.

Our Board plays an essential role in the governance of Catholic Healthcare, with each member contributing their time and valuable experience. Deputy Chair Alan Crouch has done just that in his nine years as a Non-Executive Director, bringing a wealth of commercial and healthcare expertise to the Board table. As he steps down from his role this month, I'd like to thank him for his dedicated service and longstanding support for our Mission, and wish him all the very best for the future.

#### **STEPHEN TEULAN**

#### **KAREN BORG**





# UP, UP AND away

Dreams came true for five lucky Jemalong residents as they took to the skies over Central West NSW. Alarms were set for 5am, and Hawaiian shirts and beanies donned as five residents and three team members from Jemalong Residential Village in Forbes NSW took to the skies over nearby Canowindra in a hot air balloon. This unforgettable experience came about when 71-year-old Dianne nominated herself and fellow residents as part of Catholic Healthcare's MyWish program, granting once-in-a-lifetime experiences to people living in our residential aged care homes. "I've always loved flying and I thought why not, I'm going to try hot air ballooning," says Dianne. 'It's always been on my bucket list and as it turned out, it was on the list of some of my friends at Jemalong, too."

The experience certainly lifted the spirits of residents and team members alike after the challenges faced during the pandemic, with smiles all round. Wearing their Hawaiian shirts to raise awareness for mental health, the group of first-timers enjoyed perfect conditions, as they took in views of Canowindra whilst drifting towards Orange.

Jemalong resident Sharyl felt like she was gliding peacefully through the air. "Admiring the scenery below was amazing – we saw so many kangaroos!"

For team member Judith Prior, "it was wonderful to see everyone enjoying the experience and taking in the breathtaking views from hundreds of metres off the ground."

Celebrations continued after touching down, with a champagne breakfast at Montrose House in Canowindra. Dianne and friends also enjoyed a moment in the limelight as local TV and newspapers gathered to capture the experience.

While the day was one of the most exciting at Jemalong in recent memory, residents have shared several significant moments and milestones of late, says new Residential Manager Jacqui Handley. "We all joined resident Jan in May to celebrate a remarkable 38 years living at Jemalong - who has made friends for life at the Home. "Everyone was delighted to share in the celebration with a cake made by the Jemalong catering team."





The hard-working team and residents received an additional helping hand recently, when Australian Defence Force personnel visited as part of a Federal government support program for the aged care sector. They helped with errands, serving meals and taking on the residents over games of pool, shuffleboard and cards! It was a special moment for Jean Coffey in particular (See pages 12 -13), bringing back memories of her time serving as a Private in the Australian Women's Army Service during World War II.

To find out more about the Catholic Healthcare MyWish programme or make a nomination, visit catholichealthcare.com.au/campaigns/mywish.

"Ballooning has always been on my bucket list, and it turned out it was on the list of some of my friends at Jemalong, too."

Dianne, Jemalong resident

MAIN PICTURE: EARLY MORNING VIEW OVER CANOWINDRA. CLOCKWISE FROM TOP LEFT: THE JEMALONG CREW READY TO TAKE FLIGHT; BREAKFAST AT MONTROSE HOUSE; MYWISH NOMINEE DIANNE.

### AGEING WELL & STAYING ACTIVE

Staying physically active is one of the secrets to ageing well, with benefits for your mind as well as your body.

No matter where you are in your ageing journey, physical exercise is an important part of living a healthier, happier life.

"As we age, exercise is a great tool to help build and maintain strength in bone muscles and joints, to help us stay mobile and active," says Erin Stubbs, Catholic Healthcare Occupational Therapist and one of the presenters at our Ageing Well Masterclass series (see right).

As people age, their strength, flexibility and balance can decline, increasing the risk of falls or injuries. In fact, one in three people over the age of 65 have a fall each year, which can lead to further health impacts. Research has shown that just 30 minutes of moderate intensity exercise a day can reduce the risk of falls by up to 30 per cent.

Physical exercise has also been shown to aid overall brain health, improving memory function. And the endorphins (feel-good chemicals) released in your brain when you exercise can also help ward off mental health issues including depression and anxiety.

#### WAYS TO GET ACTIVE

The good news is that every bit of activity counts – you don't need to run a marathon or join a traditional gym. "Evidence shows that lots of 'little' exercises can make a difference to your overall wellbeing, improving brain function, mental health and quality of life," says Erin. The best form of exercise is one you enjoy and can keep up regularly. Ask a friend to join you for a round of golf or lawn bowls. Try gentle strength exercises like yoga, tai chi or aqua aerobics. There are also seniors' Leisure and Wellness programs like those from Catholic Healthcare (see page 7), offering specialised exercise classes including weight training and seated sessions. And remember it's a good idea to check with your GP before starting a new form of exercise.

For more information call 1800 225 474 or visit catholichealthcare.com.au



### SUCCESS FOR SYDNEY'S AGEING WELL MASTERCLASS SERIES

Participants in the recent Ageing Well Masterclass series around Sydney learned more about physical wellbeing, as well as social connection, psychological wellbeing, navigating aged care, financial planning for retirement and ageing gracefully. The series was held in Liverpool, Haberfield and Lidcombe, and is a collaboration among experts from Catholic Healthcare, CatholicCare Sydney, Grief Care, Australian Catholic Super and NSW Trustee & Guardian, and has enjoyed popularity among clients in Sydney's West. Stay tuned for the next round of Ageing Well Masterclasses which will continue live and online later in the year.



"Lots of 'little' exercises can make a difference to your overall health and wellbeing."

Erin Stubbs,Ageing Well Masterclass presenter

ERIN STUBBS PRESENTS AT THE PHYSICAL WELLBEING MASTERCLASS

NEW

It's never too late to learn a new skill – just ask the clients who are mastering everything from technology to tai chi at our mind+move Leisure and Wellness Club.

There's nothing better than strengthening the mind or body as well as learning new things no matter your age or stage of life.

This is exactly what Catholic Healthcare offers clients at the mind+move Leisure and Wellness Club, located in our McQuoin Park community in Wahroonga, Sydney.

Club coordinator Niall Heaney is excited about the array of new programs on offer that provide the flexibility of engaging face-to-face or online.

"No day is ever the same here," he says. "Within minutes, we can go from a Smart Technology session sharing tips and tricks on using smart devices, to clearing the floor for a Tai Chi session."

The Wellness Centre is open to both existing Home Care clients as well as the wider community. There is also a low monthly membership fee option, or a pay as you go casual rate, perfect for those who want to experience a sample of our courses on offer.

As well as the Smart Tech program, the growing list of activities at mind+move include art classes, book club, meditation, trivia, pilates, yoga, seated exercises, concerts and day trips.

For more on the mind+move program, phone 1300 978 264 or visit catholichealthcare.com.au/ campaigns/mind-and-move



#### **SMART TECH STARS**

Congratulations to our first face to face graduating Smart Technology class at mind+move. Over five weeks, these happy clients have learned how to make the most out of their smart devices including apps, email, photo sharing, video calling and more.

Therese Adami, Catholic Healthcare General Manager of Home and Community Services, presented certificates to the graduating class. "This program is all about helping clients to build meaningful connections, grow in confidence, and have fun with their smart devices."

"There were so many things that I didn't know how to use, but now I'm very confident with my tablet," says graduate Paula. "My favourite app that I've downloaded is Candy Crush Saga."

"I've really enjoyed learning how to find podcasts online, and I listen to them all the time now," adds fellow graduate Helen.

To find out more about future Smart Technology Apple or Android classes follow the link below.

#### catholichealthcare.com.au/events/smart-technology



ABOVE: GRADUATES FROM THE SMART TECHNOLOGY CLASS RECEIVE THEIR CERTIFICATES; AT THE MIND + MOVE LEISURE & WELLNESS CLUB

### SAFETY & WELLBEING

#### New training and guidelines for visitors to our homes will help to keep residents and their loved ones connected safely.

As we continue to support our residents, clients and patients through the challenges of the ongoing pandemic, Catholic Healthcare has updated visitor guidelines for our residential aged care homes and introduced new training modules to support safe visiting.

"As we navigate the ever-changing COVID-19 landscape, we remain committed to ensuring that resident care and wellbeing is at the heart of what we do," says Erica Yanitsas, General Manager of Clinical Governance and Safe Care.

The Industry Code for Visiting in Aged Care Homes, first created by the aged care sector in 2021, acknowledges the importance of balancing safety in residential aged care with visitor access, and the importance of social connection to residents' wellbeing.

Recent updates to the code will end the lengthy lockdowns and isolation of the past two years, allowing each Catholic Healthcare resident one nominated 'essential care visitor' even during a COVID-19 outbreak in a home. There may be a brief initial period restricting visitors while a home works with the local Public Health Unit to establish infection control measures, explains Erica, however following this time an essential care visitor may visit as long as they have completed our Outbreak Visitation Training.

"The education provided in our learning modules for visitors is essential for the ongoing wellbeing and safety of residents in each of our homes," she says of the practical, user-friendly program that can be completed quickly and easily online or in person.

While mandatory for nominated essential care visitors, the training is highly recommended for all families and friends visiting our homes. Topics covered include infection control, recognising transmission risks and symptoms, hand hygiene techniques and how to wear Personal Protective Equipment (PPE). Many of these same principles will also help to keep our homes and residents safe from influenza and other viruses through the coming winter.

For more information call 1800 225 474 or visit catholichealthcare.com.au/covid19-residential-aged-care-updates-for-families



"We're committed to ensuring that resident care and wellbeing is at the heart of what we do."

Erica Yanitsas, General Manager, Clinical Governance and Safe Care





What does good end-of-life care look like to you or your loved one? It's a difficult conversation but one worth having, says palliative care expert and Board Director Dr Margaret O'Connor AM.

"Palliative care is one of those subjects that people don't want to talk about until it's time, and then often it's too late," says Emeritus Professor Dr Margaret O'Connor AM. With many years of expertise and wisdom gathered as a palliative care nurse, researcher and academic, Margaret has spent her career specialising in a field that many would prefer not to confront. Her interest in this area began when she cared for her own father at home before he died, so she understands on a personal level both how challenging this time can be, and how quality of life means something different to each of us at different life stages.

The World Health Organisation defines palliative care as "an approach that improves the quality of life of patients and their families facing the problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual."

Margaret explains that while not everyone will need specialised palliative care, every person should be able to 'die well' and comprehensive assessment of their needs is vital.

That's why it's important for all of us at some point to have a conversation about what quality of life, and good end-of-life care means to us as individuals.

If you're wondering about the best way to raise the subject with a loved one, Margaret suggests that an Advance Care Plan offers the ideal framework. "Everyone should have one, and certainly in older age," she says of the process of thinking about and documenting preferences for future healthcare, and appointing someone to make those choices on your behalf if needed. "It involves appointing someone to speak for you if you can't, as well as deciding what you want and value."

When choosing a residential aged care home for yourself or a loved one, Margaret says it's important to ask questions about their approach to end-of-life care



including clinicial care, as well as social, spiritual and emotional support offered to residents and families. She recommends the Palliative Care Australia website to find some questions to consider, and other resources for carers and patients.

Margaret joined the Board of Catholic Healthcare in February this year, reflecting our organisation's commitment to providing quality end-of-life care as part of our residential and home care services. "I saw the opportunity to contribute my knowledge and help improve what should be a key area of clinical care in a residential setting," she explains.

Pain management and care plans are important in providing good palliative care in our homes, but as with all other aspects of client care, the key is listening to the individual (or those who know them best) to understand their wants and needs, says Margaret.

"Compassion means walking alongside someone and understanding what will bring them comfort in their end-of-life journey, whether that be making peace with family members, treating pain, or providing spiritual care and support."

For more information and resources, visit: palliativecare.org.au



"People don't want to talk about palliative care until they need it, and then often it's too late."

Dr Margaret O'Connor

### VILLAGE GREEN

#### A lush community vegetable garden is just one of the activities bringing residents together at The Brighton retirement village in Croydon.

Philip and Patricia made the move to The Brighton Retirement Village in Sydney's inner west six months ago, and haven't looked back. "We've been Croydon locals for the past 60 years, and it's been a smooth transition for us," says Philip. "There's a bustling community life here, with so many activities at our fingertips – it really feels like home."

Thanks to the diverse interests of the village's 120+ residents, activities on offer include craft, music, exercise groups, a men's shed and more. Philip has enjoyed putting his green thumb to use in the community vegetable garden, along with seven others residents who form the gardening group.

Seedlings and plants for the six raised vegetable garden beds are funded with donations from residents who would like to sample the produce. A new favourite is bok choy, which is harvested whole, and is great in stir frys.

#### "There's a bustling community life here, with so many activities at our fingertips – it really feels like home."

Philip, The Brighton resident



SOME OF THE BRIGHTON'S GREEN THUMBS – ROBYN, PAUL, ANGELA, PHILIP AND DIANA

"The residents love to come and pick their herbs and vegetables. Although it's never meant to replace the weekly fruit and veg shop, it certainly boosts variety, and it's great to be able to pop down and pick a bit of last-minute freshness to garnish something," Philip says. "Village management provides fertiliser and soil twice a year, but the rest is up to us, including daily maintenance and watering."

Currently in the winter veggie patch, the Brighton Veggie Thumbs have planted chard, kale, spinach, bok choy and sorrel (which makes a vibrant, tangy addition to salads or soups in place of spinach).

#### BUILDING FOR THE FUTURE AT ST HEDWIG



#### Discover the best new retirement living community in Sydney's west at St Hedwig Blacktown, opening later this year.

The redevelopment of Catholic Healthcare's St Hedwig Village is in full swing, with 72 one, two and threebedroom apartments due for completion in November. Around 20 residents of the current retirement village are already looking forward to moving to the new development, which will offer elegantly designed units, landscaped gardens, and a dedicated community area for exercise, social gatherings and more. Conveniently located close to Blacktown's shops, cafes and public transport, St Hedwig is the ideal location for people wanting to stay independent and connected to their local community, while enjoying the freedom of a maintenance-free lifestyle.

For more information call 1800 225 474 or visit catholichealthcare.com.au/retirement-living

Gold Dove Awards 2021

### GOING FOR GOLD!

We're proud of each and every dedicated member of the Catholic Healthcare team, which made deciding on the winners of our annual Gold Dove Awards even more difficult. Here we celebrate a selection of winners chosen for representing our values in action, and their commitment to innovation and excellence.

#### LIVING THE VALUES AWARD

Jacinta Cosgrove

Community Worker Team Leader, Home and Community Services, Orana



"My role is both rewarding and challenging and pushes me to be my best. I support and nurture our teams, and our goal is to provide a high quality of service for our clients. I like to ensure I mentor our teams so that they have a positive experience at Catholic Healthcare; one that they carry with them for the rest of their lives."

#### LIVING THE VALUES AWARD

Bernard Beatty Maintenance Coordinator, Maranatha Lodge



"I take a lot of pride in helping our residents as much as I can. I get a lot of pleasure out of seeing how satisfied the residents are, even when it's something as simple as hanging a picture frame for them."

#### LIVING THE VALUES AWARD

Iulia Brooks Project Manager, Property



"When we develop new residential aged care homes or retirement villages, or make improvements to existing ones, we are always looking to enhance the residents' quality of life, and provide employees with a great place to work."

#### PEOPLE LEADER AWARD

Paul Fitzgerald Residential Manager, Coolamon Villa



"To be a good leader you need to build trust among a good team, and the team will then have trust in you. I love the people I work with, and I get a lot of wonderful support from our families here at Coolamon Villa too."

#### **VOLUNTEER AWARD**

#### Leila Leo

Volunteer Pastoral Eucharistic Minister, St James Villa "Being around the residents and learning more about their lives is so rewarding. I love the feeling of helping people who may be isolated or without a lot of family. I've been helping here at St James for more than 30 years, and I hope to continue as long as I can."



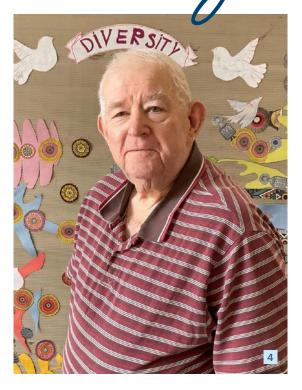
OUR COMMUNITY





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- 1. mind+move Leisure & Wellness Club clients enjoy the sunshine on a day trip to Terrigal Beach.
- 2. Isabel loves her colourful, customised front door decal at McQuoin Park Residential Aged Care.
- 3. Ex-WWII servicewoman Jean chats with Australian Defence Force staff during their visit to Jemalong Residential Village.
- 4. Resident Frank marks Harmony Day at Charles O'Neil, Newcastle.





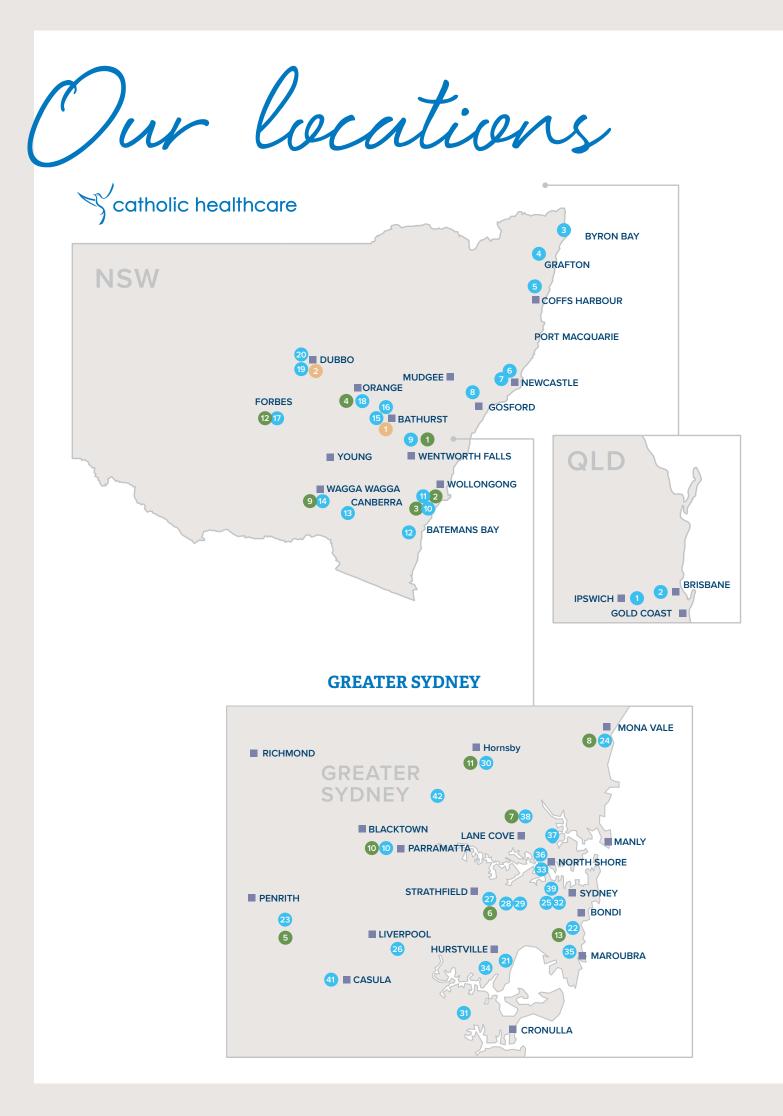








- 5. Catholic Healthcare team members brave the rain to support the Dementia Australia Memory Walk and Jog.
- 6. McQuoin Park celebrates International Nurses' Day with a lamp lighting ceremony including team members and residents who are former nurses.
- Labor candidate for North Sydney, Catherine Renshaw celebrates International Nurses Day on a visit to St Paul's Northbridge.
- Residents enjoyed a Unification ceremony and celebration to mark the move of St Augustine's residents to St Joseph's in Coffs Harbour.
- 9. Eileen decorating cakes at MacKillop House Norwest.
- 10. Indie, a regular visitor to Holy Spirit Dubbo, with resident Elizabeth.



#### RESIDENTIAL AGED CARE

- 1 VILLA MARIA CENTRE Eastern Heights
- 2 VILLA MARIA Fortitude Valley
- 3 COOLAMON VILLA Mullumbimby
- 4 ST FRANCIS AGED CARE Grafton
- 5 ST JOSEPH'S AGED CARE Coffs Harbour
- 6 CHARLES O'NEILL Mayfield West
- 7 ST JOHN'S VILLA New Lambton
- 8 OUR LADY OF LORETO GARDENS Hamlyn Terrace
- 9 BODINGTON Wentworth Falls
- 10 ST MARY'S RETIREMENT VILLAGE Berkeley
- 11 VILLA MARIA CENTRE Unanderra
- 12 MARANATHA LODGE Batehaven
- 13 BLAKENEY LODGE Tumut
- 14 THE HAVEN Wagga Wagga
- 15 MACQUARIE CARE CENTRE Bathurst
- 16 ST CATHERINE'S Bathurst
- 17 JEMALONG RESIDENTIAL VILLAGE Forbes
- 18 ST FRANCIS AGED CARE Orange
- 19 ST MARY'S VILLA Dubbo
- 20 HOLY SPIRIT Dubbo
- 21 BETHLEHEM HOUSE Kogarah

- 22 BRIGIDINE HOUSE Randwick
- 23 EMMAUS VILLAGE Kemps Creek
- 24 GEORGE MOCKLER HOUSE Mona Vale
- 25 GERTRUDE ABBOTT AGED CARE Surry Hills
- 26 HOLY SPIRIT AGED CARE Revesby
- 27 HOLY SPIRIT Croydon
- 28 LEWISHAM NURSING HOME Lewisham
- 29 LEWISHAM RETIREMENT HOSTEL Lewisham
- 30 MCQUOIN PARK Wahroonga
- 31 PERCY MILES VILLA Kirrawee
- 32 THE SISTER ANNE COURT Surry Hills
- 33 ST ANNE'S AGED CARE Hunters Hill
- 34 ST BEDE'S HOME South Hurstville
- 35 ST JAMES VILLA Matraville
- 36 ST JOSEPH AGED CARE Hunters Hill
- 37 ST PAUL'S Northbridge
- 38 ST PETER'S Lane Cove North
- 39 VINCENTIAN AGED CARE SERVICE East Sydney
- 40 ST HEDWIG VILLAGE Blacktown
- 41 HOLY SPIRIT Casula
- 42 MACKILLOP HOUSE Norwest

#### RETIREMENT LIVING

- 1 AQUINAS COURT Springwood
- 2 BISHOP McCABE RETIREMENT VILLAGE Towradgi
- 3 ST MARY'S RETIREMENT LIVING Berkeley
- 4 THE BAILLY Orange
- 5 EMMAUS RETIREMENT VILLAGE Kemps Creek
- 6 THE BRIGHTON Croydon
- 7 ST PETER'S GREEN Lane Cove North
- 8 CHARLES O'NEILL Mona Vale
- 9 THE HAVEN Wagga Wagga
- 10 ST HEDWIG VILLAGE Blacktown
- 11 MCQUOIN PARK RETIREMENT LIVING Wahroonga
- 12 JEMALONG RESIDENTIAL VILLAGE Forbes

#### HEALTHCARE

- 1 ST VINCENT'S HEALTH & COMMUNITY SERVICES Bathurst
- 2 LOURDES HOSPITAL & COMMUNITY HEALTH SERVICE Dubbo

#### HOME CARE

Key locations shown in metro and regional areas across NSW and South East Qld. Contact us to find a service near you.

### MAKE A DIFFERENCE

At Catholic Healthcare, we seek to nurture each individual, promoting life to its full.

At Catholic Healthcare, we are constantly seeking to improve models of care to ensure residents, clients and patients receive the highest quality services. Our generous donors help to support valuable research with Charles Sturt University that enhances clinical practice and innovation, boosts staff education and improves outcomes. Your donation will help to continue this research and support a sustainable future for older Australians.

catholichealthcare.com.au

Catholic Healthcare is a leading, not-for-profit provider of residential aged care, home care, retirement living villages and healthcare reaching across NSW and QLD.



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catholichealthcare.com.au





### DOVE TALES IS ALSO **AVAILABLE ONLINE**

catholichealthcare.com.au